

[Patient]

# You Said...

# ...We Did

*Patients asked if it  
would be possible to  
have more MSK  
Clinics*

Additional MSK  
Clinics now  
available in  
Practice each  
Monday



## Market Weighton Practice

### December 2023

[Patient]

## You Said...

## ...We Did

*Patients mum  
asked Practice  
if it would be possible  
to turn off the waiting  
area TV screens  
when they bring  
her for an  
appointment.*

We confirmed that  
we would be happy to  
do this and advised  
the team, so, they  
are aware.



## Market Weighton Practice

November 2023



[Patient]

# You Said...

# ...We Did

*The option to have an appointment at a later time on a Thursday evening is great.*

More advanced practitioner appointments made available on Thursday evenings to increase options available to patients.



## Market Weighton Practice

October 2023

[Patient]

# You Said...

# ...We Did

*The phone answering times are very long.*

*(Source: FFT Feedback)*

Patients can submit online consultations for non-emergency conditions / admin queries. Freeing up phone lines for those relying on telephones to contact us.



## Market Weighton Practice

### September 2023

[Patient]

# You Said...

# ...We Did

*Patient requested, if possible, to have a hearing loop in the Practice conference room for PPG meetings.*

Email sent to estates to request the supply of a hearing loop as requested.



## Market Weighton Practice

### August 2023



[Patient]

# You Said...

# ...We Did

*Patient sent a letter asking to speak to the Clinical Team about Dystonia having recently attended a conference about the condition.*

Email sent to Mandy Dawley (PACE Team), to see if it could be used as a patient story.



**Market Weighton Practice**

**July 2023**



[Patient]

# You Said...

# ...We Did

*Practice neighbour asked if we could send a text message to patients asking them not to park outside their property.*

Text message sent advising patients to park in the car park when attending the Practice for an appointment.



## Market Weighton Practice

June 2023



[Patient]

# You Said...

# ...We Did

*PPG Action Plan  
Group requesting  
updated patient  
booklet.*

Working with PPG  
Action Group to  
create a booklet  
which will be funded  
by Health Stars.



## Market Weighton Practice

May 2023



[Patient]

# You Said...

# ...We Did

*Patients requesting  
more information on  
staff levels at  
Practice.*

*(Source: PPG)*

Practice Newsletter  
created including  
detailed information  
on practice staff levels  
including staff with us  
from the PCN.



## Market Weighton Practice

April 2023